



## **Vermilion Energy Complaints Management Process**

This document outlines Vermilion Energy's process for receiving, acknowledging, investigating, resolving and following up on complaints. Complaints received by Vermilion provide opportunities to inform and improve how we conduct our business and to learn lessons so as to prevent future incidents. Vermilion is committed to ensuring that all complaints are dealt with fairly.

This document outlines the process for informing Vermilion of a complaint relating to our operational activities. It also outlines the steps that we will take to address complaints.

### **What type of complaints can you raise?**

Anyone can raise a complaint with Vermilion if they believe that our business practices or project development are having a detrimental impact on the community, the environment or on their quality of life.

We will look into all complaints that we receive. Sometimes we may find that a complaint is not connected to our activity or that we are working within the applicable standards. In these cases, we will explain this in writing to you. In all other cases, we will investigate whether we have failed to work to our intended standard and, if we have, identify measures which might be taken to protect against the incident recurring.

### **How do you register a complaint?**

There are several ways you can register a complaint:

- Send a completed Complaint Form to Vermilion Energy's Belmullet Office
- Contact our Public Information Office at 1800 201 525
- Complete the online complaints form at [www.vermilionenergy.ie](http://www.vermilionenergy.ie)
- Send an email to [contactus@vermilionenergy.com](mailto:contactus@vermilionenergy.com)

Please include as much information as possible in relation to your complaint.

### **What happens once you have filed a complaint?**

In most instances it will be possible to resolve your complaint straight away. Where this is not possible, we will work through the steps shown below:

#### Step 1: Record & Acknowledge Complaint

- Once we have received your complaint, we will contact you to acknowledge receipt and to seek further information if required.

- You will be provided with the contact details of a person within Vermilion who will be responsible for dealing with your complaint.

#### Step 2: Assess and Assign Complaint

- We will assess your complaint to determine the best way to deal with it. We will assign a person to be responsible for dealing with your complaint.

#### Step 3: Investigation

- We will work with you to understand the cause of the complaint you have raised. We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

#### Step 4: Resolution

- Once we have investigated your complaint, we will contact you with the results of the investigation and with details of our proposed course of action.

#### Step 5: Follow up

- Once the complaint has been resolved and if you are happy for us to do so, Vermilion Energy may contact you at a later stage to ensure that our activities pose no further problems.

### **Data Protection**

Vermilion Energy recognises the rights of the complainant under Data Protection legislation. Vermilion Energy will only use personal information for the purposes for which it was collected. Information may be passed to our contractors in order to investigate complaints but only insofar as is necessary to address the complaint.